

JOIN OUR

INVOLVEMENT CLUB



This is our menu of opportunities for our customers to get involved with Trent & Dove Housing.

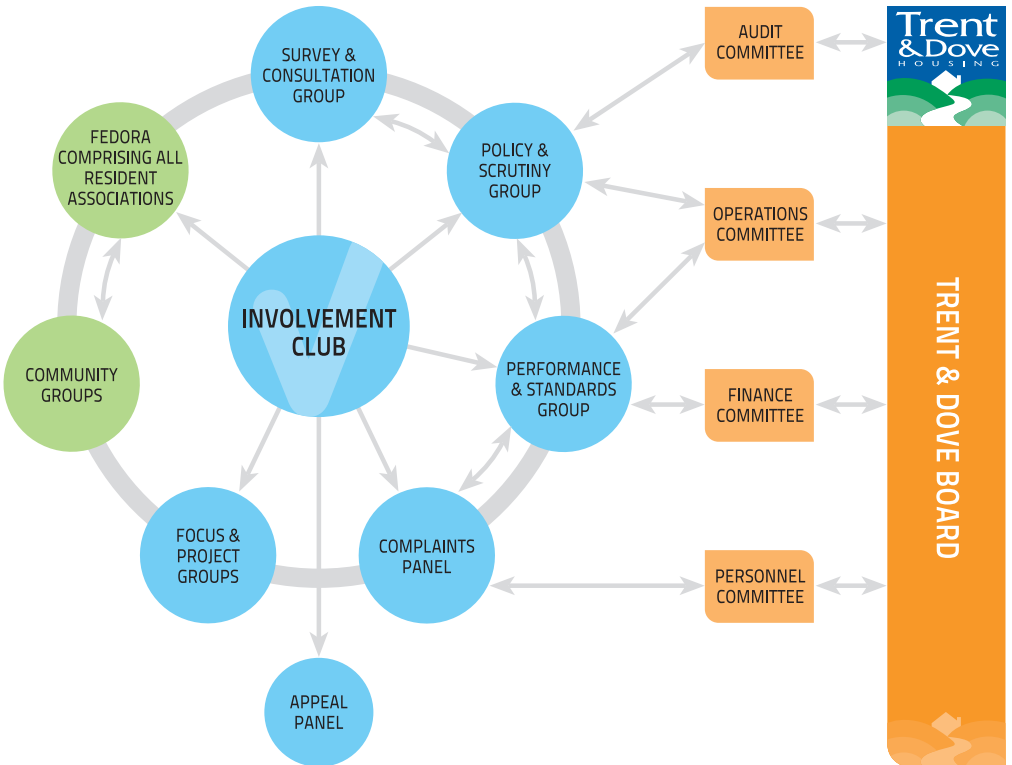
Your views on our services and the communities that you live in are very important to us.

There are many different ways you can get involved in helping to influence and improve our services at a level and time commitment to fit in with your life. Our options offer you flexibility and choice so you choose to get involved in as little or as much as you feel able.

Each method has been developed in consultation with our customers and whichever option you chose you will have a dedicated Resident Involvement team at hand who are keen to ensure that you will be given every opportunity to be involved in our decision making processes.



Trent & Dove's Resident Involvement and Governance Structure



KEY

FEDERATION OF RESIDENTS ASSOCIATIONS (FEDORA) HAS ITS OWN CONSTITUTION & APPEALS PROCEDURE

GROUPS HAVE INDIVIDUAL TERMS OF REFERENCE AND STANDING ORDERS

Green groups

Green groups include:

The Federation, Residents Associations and Community Projects

These groups:

- Have their own constitutions.
- Are allocated a budget for spending in their community areas or in the case of the Community Projects are self funding.
- Have the opportunity to influence decision making in their communities.
- Arrange their own informal meetings at least 4 times a year during the early evening or through events held during the day or at weekends.

Blue groups

Blue groups all have their own Terms of Reference. The following three groups are formal in nature, have a high level of opportunity to influence service delivery and have direct links to the Board and its committees. They meet at times decided by themselves at the offices of Trent & Dove.

The groups are:

The Performance and Standards Group

- Enables residents to inform the decision making and business planning processes of Trent & Dove and to hold to account the performance of services provided to customers.

Policy and Scrutiny Group

- Considers new and reviewed policies and makes recommendations for board approval. The group scrutinises all aspects of service to residents of Trent & Dove Housing.

Complaints Panel

- Monitors complaints, expressions of dissatisfaction and actions taken as a result of complaints received by Trent & Dove.

Recruitment for these groups follows an induction and skills building process. Each group has a maximum capacity of 12 and a Chair and Vice Chair.

Also having a high level of opportunity to influence service delivery and meeting at intervals in relation to the service review or project are our:

Focus and Project Groups

- They consider and review areas of service delivery, service specifications, contractor selections, choices on communication formats, choices on improvements, compile annual reports and monitor 'new services'.

For those of you who are not able to attend meetings we have a:

Survey and Consultation Group

- Provides residents with an opportunity to be consulted on areas of service delivery usually through postal, telephone or web based surveys.

The Involvement Club

All residents who decide to be involved with Trent & Dove become members of the 'Club' and have the opportunity to plan and oversee annual and on-going Customer Involvement activities, usually through an annual conference/event.

Trent & Dove Board

The Board is the highest level of involvement with Trent & Dove Housing. 6 tenant board members and 6 independent board members receive strategic information and reports on the running of the organisation. The Board and its sub groups meet every quarter at various intervals and times usually during late afternoons or evenings.

Tenant Board Members are expected to have successfully completed the Governance Award before standing for election by all tenants.

If you would like to learn more about our Involvement Club and work with us to make a difference please contact the Resident Involvement Officer on 01283 528652.

When you join the Involvement Club you can expect:

SUPPORT FOR INVOLVEMENT

We will meet the cost of:

- Transport to and from meetings and training events whether you need to use your own car or take public transport
- Childcare or crèche facilities to enable you to attend meetings or training sessions, or your children are welcome to attend community meetings or those of our Residents Associations and Federation

We offer training to:

- Help you to gain confidence in taking part in meetings and in communicating with other people
- Guide you in how to run meetings, how to involve your community and engage other agencies
- Help you to increase your knowledge and skills
- Enable you to be effective in meetings and be accountable for decisions
- Facilitate your own community projects
- Familiarise yourself with all aspects of Equality and Diversity

We will help you to identify other training needs and work with you to meet these.

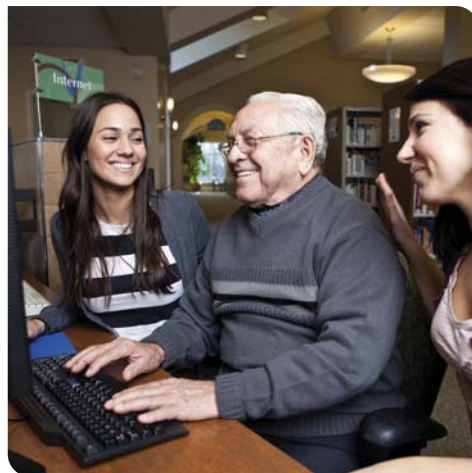
ACCESS TO THE EXTRANET FACILITY

This is a source of information for those who have access to home email. Depending on your level of involvement the Extranet offers you:

- Access to meeting agendas and minutes
- Access to Trent & Dove Housing policies and strategies
- Information about the involvement structure and members of the Involvement Club
- Dates and times of meetings and events

The options for involvement on our structure chart are colour coded to reflect the opportunity to influence services or community matters, time commitment and formality of meetings.

theinvolvementclub



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